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Microsoft

MB-920

Microsoft Dynamics 365 Fundamentals Finance and Operations Apps (ERP)



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Question: 39

A retailer sells products by using an e-commerce site, brick and mortar stores, and phone sales. Different processes are used for each type of order source. You need to ensure that you can support each type of sale. What should you recommend?

- A. case management and loyalty programs
- B. a mobile app and online sales
- C. a retail store, an online store, and a call center
- D. a mobile app and a credit card gateway

Answer: C

Reference:

<https://docs.microsoft.com/en-us/dynamics365/commerce/channel-setup-online>

Question: 40

HOTSPOT -

A company plans to implement Dynamics 365 Customer Insights and use the audience insights capability.

Instructions: For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Statements	Yes	No
You can create end-to-end visibility into customer interactions and buying habits.	<input type="radio"/>	<input type="radio"/>
You can cleanse and analyze customer data from multiple sources.	<input type="radio"/>	<input type="radio"/>

Answer Area

Statements	Yes	No
You can create end-to-end visibility into customer interactions and buying habits.	<input checked="" type="radio"/>	<input type="radio"/>
You can cleanse and analyze customer data from multiple sources.	<input checked="" type="radio"/>	<input type="radio"/>

Answer:

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-insights/audience-insights/overview>

Question: 41

HOTSPOT -

A company is evaluating Dynamics 365 Fraud Protection. You need to help the customer understand the features that are available.

Instructions: For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Statements

Yes

No

You can create decision rules to determine which accounts are considered safe, which should be watched, and which should be blocked.

You can analyze historical data to create rules that accept or reject customer transactions.

Answer Area

Statements

Yes

No

You can create decision rules to determine which accounts are considered safe, which should be watched, and which should be blocked.

You can analyze historical data to create rules that accept or reject customer transactions.

Answer:

Reference:

<https://docs.microsoft.com/en-us/dynamics365/fraud-protection/overview>

Question: 42

A company wants to use sales, resourcing, project management, and expense tracking in a single application. What should the company implement?

- A. Dynamics 365 Project Operations
- B. Dynamics 365 Finance
- C. Dynamics 365 Business Central
- D. Dynamics 365 Human Resources

Answer: C

Reference:

<https://docs.microsoft.com/en-gb/dynamics365/business-central/across-business-functionality>

Question: 43

HOTSPOT -

A company plans to implement Dynamics 365 finance and operations apps.

You need to recommend a feature that allow users to edit Dynamic 365 data by using Microsoft Office. Changes that you make in Microsoft Office must update

Dynamic 365.

What should you recommend? To answer, select the appropriate options in the answer area.

Hot Area:

Answer Area

You can use the feature to edit Dynamics 365 data by using Microsoft Excel.

Open in Excel
Export to Excel
Export to Word

Answer Area

You can use the feature to edit Dynamics 365 data by using Microsoft Excel.

Open in Excel
Export to Excel
Export to Word

Answer:

Reference:

<https://docs.microsoft.com/en-us/dynamics365/fin-ops-core/dev-itpro/office-integration/use-excel-add-in>

Question: 44

HOTSPOT -

A company implements Dynamics 365 finance and operations apps. You need to describe the shared features that are available to technical and business users to company stakeholders.

Instructions: For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Statements

Yes

No

Report customizations that are made to a specific analytical workspace apply to all users of that workspace.

The Export to Excel option exports the currently selected data that is visible in a grid on a page.

Answer Area

Statements	Yes	No
Report customizations that are made to a specific analytical workspace apply to all users of that workspace.	<input checked="" type="radio"/>	<input type="radio"/>
The Export to Excel option exports the currently selected data that is visible in a grid on a page.	<input type="radio"/>	<input checked="" type="radio"/>

Answer:

Reference:

<https://docs.microsoft.com/en-us/dynamics365/fin-ops-core/dev-itpro/analytics/customize-analytical-workspace>

Question: 45

A company plans to implement Dynamics 365 finance and operations apps. The company wants to integrate Microsoft Teams with these applications.

Which three platforms support Microsoft Teams integration? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Dynamics 365 Commerce
- B. Power BI
- C. Microsoft Dataverse
- D. Dynamics 365 Customer Engagement (on-premises)
- E. SharePoint Online

Answer: ABE

Reference:

<https://docs.microsoft.com/en-us/dynamics365/teams-integration/teams-integration>

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